



ABOUT THE EMPLOYER

TEAM - The Evangelical Alliance Mission is a global ministry organization founded in 1890 that partners with churches to equip and send global servants who make disciples of Jesus Christ among the nations, leading to the formation of reproducing churches, going where the most people have the most need. We envision the church transforming our world, proclaiming the Gospel in both word and action.

To accomplish this purpose, we subject our lives to the truth of Scripture and we rely on God through prayer. God provides what is necessary to carry out His plan to build His Church among the nations. While only God can save, we speak His words, use His gifts, and reflect His love. Without constant reliance on God through prayer and obedience to His Word, we can do none of these things.

TEAM is both an equal opportunity employer and a faith-based religious organization. We conduct hiring without regard to race, color, ancestry, national origin, citizenship, age, sex, marital status, parental status, membership in any labor organization, political ideology, or disability of an otherwise qualified individual. The status of TEAM as an Equal Opportunity Employer does not prevent the organization from hiring personnel based on their religious beliefs so that all personnel share the same religious commitment. Pursuant to the Civil Rights Act of 1964, Section 702 (42 U.S.C. [§] 2000e[-]1(a)), TEAM has the right to and does, hire only candidates who wholeheartedly and without reservation agree with [TEAM's Statement of Faith](#).

ABOUT YOU

Every candidate should be a believer in the Lord Jesus Christ who is in fellowship with a bible-believing church and **wants to make a difference through involvement in world missions**. This individual must personally embrace the [purpose, vision, beliefs, and values of TEAM](#). Must be humble enough to embrace tasks both glorious and fun as well as those that are mundane and not glorious.

TEAM STAFF COMPETENCIES

Interpersonal Skills

- Treats others appropriately with sensitivity and respect
- Resolves differences effectively and graciously
- Contributes to team cooperation among work groups

Communication

- Listens actively and asks for clarification as needed
- Expresses thoughts clearly in speaking and writing
- Selects the medium, forum and manner appropriate for the setting and culture

Adaptability

- Flexible with differing work styles and culture
- Receptive to new or additional assignments
- Responds constructively to changing conditions and setbacks

Servanthood

- Shows a commitment to serve for the good of others
- Ensures that actions meet the needs of the work context

Decision-making

- Considers differing points of view and seeks input
- Able to analyze facts, solve problems and make decisions
- Demonstrates prayerful discernment and good judgment

Task Management

- Demonstrates mastery of fundamentals required
- Takes Initiative that leads to effective results
- Plans and prioritizes workload for timely completion

Continual Learning

- Assesses and recognizes own strengths and weaknesses
- Maintains a growth plan and pursues self-development
- Regularly meets with a growth partner for encouragement



JOB DESCRIPTION

Job Title:	Constituent Services Specialist	Revised Date:	February 2021
Reports to:	Director of Information Management & Constituent Services	Department:	Constituent Services
Work Location:	Carol Stream, IL Office or Maryville, TN	Job Classification:	Full-Time; Hourly

JOB QUALIFICATIONS:

- Spiritually mature with a growing relationship with Jesus Christ
- One year of prior customer service experience required; Office experience required
- Prior work experience with call centers or inbound/outbound calls preferred
- Minimum of two years of post-high school training; Bachelor's Degree Preferred
- Excellent verbal and written communication skills
- Able to easily maintain confidentiality and prudence in communication
- Detail-oriented with attention to accuracy, yet outgoing and personable
- Able to demonstrate an attitude of love, compassion, and respect to the employees, missionaries, and partner organizations that we serve
- Excellent computer skills and a friendly, easy relationship with technology; experience working with Google G-Suite applications
- Salesforce, Zendesk, NetSuite, and digital giving platform experience is a plus
- Working knowledge and experience with nonprofit finance and donor contributions

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS:

The following abilities are required for the position:

- Work at a desk in an office or home-office setting; Sit at an office desk or in a meeting room for extended periods of time
- Work for extended periods of time at a computer, requiring the ability to send and receive information with necessary optical, auditory, and manual dexterity (fax machine, copier, scanner, etc.)
- Use a keyboard and mouse to enter, retrieve or transfer words or data information and/or move from screen to screen on the computer to view information
- Strong written and verbal communication and interpersonal skills; comprehend and speak English.
- Display the reading skills necessary to proofread written material
- Perform basic mathematical calculations

JOB OVERVIEW:

The *Constituent Services Specialist* serves TEAM with professional and efficient client-facing interactions via a variety of communication channels. This person will have mid-level knowledge of several department processes and be able to address basic constituent needs related primarily to using information technology, marketing, mobilization, and donor relations. This person is responsible for building and nurturing mutually beneficial relationships with donors, current missionaries, missionary inquiries, and staff through serving as Tier One level support via phone, email and tickets.

KEY RESPONSIBILITIES:¹

- Answer inbound customer service calls from current or potential TEAM constituents including donors, missionaries, retirees, and churches by routing callers appropriately throughout the organization
- Serve as Tier One level support for questions and issues related to giving, contact information, mobilization inquiries, general job inquiries, IT helpdesk, Finance, and other departments as assigned
- Recognize and escalate issues and questions that are deemed to be at a higher (Tier Two) level
- Maintain the integrity and quality of Constituent Data in TEAM's programs of record and giving (Salesforce and Classy)
- Serve as an agent in TEAM's online customer service Zendesk tool
- Review tickets received through the Ticketing System (Zendesk) and either handle when possible or assign them to the correct department/employee for resolution
- Under supervision, research and effectively respond to inquiries utilizing a variety of resource materials and methods
- Maintain continuing education with TEAM departments (Resources, Services, & Global Ministry) to learn and support best practices with current programs and processes
- Work collaboratively with team members in your department and TEAM's workers around the world
- Be culturally sensitive to constituents of different age groups, language backgrounds, and socio-economic segments
- Be sensitive to donor and missionary needs and pray with them when appropriate
- Keep informed of organizational announcements, activities, and changes via regular reading of the TEAM communication tools
- Attend and participate in staff devotional and prayer meetings when available

¹ Disclaimer: The information in this job description indicates the general nature and level of work to be performed. This job description is not designed to contain or be interpreted as totally comprehensive of every job duty, responsibility, or qualification required by an employee assigned to this job. While employed in this position, an employee may be required to perform other assignments not listed in the job description.

Applications for employment are available online at <https://team.org/about/staff-opportunities/>. Inquiries may be made to:

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